JOB DESCRIPTION

| **TITLE** | BRANCH MANAGER  |
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| **Reports To**  | [INSERT TITLE] |

**Job Purpose**

The Branch Manager oversees the daily operations of the [Organization Name] branch, ensuring efficient workflow and exceptional customer service. This role focuses on achieving operational goals, maintaining a motivated team, and driving business growth while aligning with [Organization Name]’s values and strategic objectives.

The ideal candidate is a results-oriented leader with a deep understanding of the steel and specialty metal industry. They excel in managing diverse teams, ensuring compliance with safety and quality standards, and fostering long-term client relationships.

**Duties and Responsibilities**

Overall Responsibilities:

* Manage branch operations, including sales, inventory, and logistics.
* Lead, mentor, and evaluate team members to achieve performance goals.
* Develop and implement sales strategies to drive revenue and customer retention.
* Monitor financial performance, including budgeting and cost control.
* Ensure adherence to ISO 9001:2015 quality standards and workplace safety regulations.
* Handle escalated customer inquiries and resolve issues promptly.
* Coordinate with other branches and head office to align operational efforts.
* Monitor inventory levels and order materials as needed to meet client demands.
* Represent the branch at industry events and client meetings.
* Perform other duties as assigned.

**Qualifications**

* Bachelor’s degree in Business Administration, Operations Management, or a related field.
* X years of experience in branch or operations management, preferably in [industry e.g., the steel or manufacturing sector].
* Proficient in using inventory management and CRM software.
* Understanding of ISO 9001:2015 standards is an asset.

**Core Competencies**

* Strong leadership, strategic planning, and team-building skills.
* Excellent problem-solving, decision-making, and communication skills.
* Customer-focused mindset.
* Effective time management and multitasking abilities.
* Financial acumen and budget management.
* Strong interpersonal and negotiation skills.
* Safety-conscious with a commitment to workplace compliance.

**Working Conditions**

* Work schedule is typically [insert schedule, e.g., 8 am to 5 pm Mondays through Fridays].
* May involve extended hours to meet operational needs.